



Inas Ragab

Motamaez District
Abdel Haleem Mahmoud
6th of october city

E-mail: inas.ragabhr@yahoo.com

Phone: 01010685079

WORK EXPERIENCE

Le Meridien Pyramids Hotel & SPA HR Manager

Jun 2016 — present

Support day to day process in human resources and assist the Director, Human Resources in implementing hotel strategy, including coaching and counseling recruits, and hiring and retaining the best employees. Assist in reward and recognition programs and training strategies. Act as liaison between hotel staff and the Director, Human Resources as needed. Where there is no Director, Human Resources for the property, directly facilitate, in conjunction with hotel managers, open employee communications to discern grievances and to respond to those grievances in all appropriate manners, including redressing those meriting correction. Oversee all employee relations and labor-related matters as they relate to federal, state and local employment and civil rights laws, including, but not limited to, Pregnancy Discrimination Act, workers compensation and comparable state and local laws, and general human and civil rights. Must be familiar with applicable collective bargaining agreements and relevant local labor union(s). Maintain and administer employment, wage and salary, benefit, and incentive programs (where applicable). Manage termination process and unemployment compensation.

SKILLS AND ABILITIES

Able to speak, read, write and understand the primary language(s) used in the workplace. Able to read and write to facilitate the communication process. good communication skills, both verbal and written Working knowledge of wage and salary, employment and benefits administration and payroll. Ability to prepare and analyze data, figures and transcriptions prepared on and generated by computer. Able to coach frontline managers and business unit leaders on HR- and business-related issues Able to use knowledge of business and HR Metrics to make business decisions Able to develop and monitor HR & Training Budget for manning, payroll, benefits and training. Able to oversee implementation plan of Starwood HR or Service Culture Programs (e.g. StarVoice, Performance Management Program, Talent Review, Training Programs, etc.)

Able to perform a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure. Able to ensure consistent practice of hotel code of conduct and respond promptly and appropriately to reports of unethical behaviours. Able to build business case for learning agenda, establish and implement learning strategies to support business needs. Able to drive improvement results through learning solutions by setting goals, tracking progress and making corrections. Ability to be proactive and reactive to anticipated and sudden changes especially as they relate to the labor situation. Ability to focus and maintain attention to performance of tasks and to work and complete assignments on time despite frequent stressful, emergency, critical or unusual interruptions. Ability to express or exchange ideas by means of the spoken word. Must be able to verbally convey detailed instructions to employees or guests Ability to create, implement and monitor hotel and staff goals, strategies and policies. Ability to be resourceful, creative and maintain flexibility. Ability to train, motivate, evaluate, mentor and direct employees and managers to meet desired ends.

Ability to maintain excellent relations with staff and maintain staff and guest

confidentiality at all times. Ability to accept responsibility for actions of others. Ability to manage by example. Exceptional oral communication skills to ensure ability to negotiate and persuade guests and staff to achieve results beneficial to operation of hotel. Ability to converse calmly with irate guests, superiors and subordinates in intense emotional situations. Ability to memorize, recollect and quickly retrieve dates, names, times and other data. Ability to participate in (and lead when necessary) all departmental and hotel-wide meetings

Le Meridien Pyramids Hotel & SPA

Dec 2014 — May 2015

Compensation & Benefits Manager

Design, implement, and manage salary classification and compensation programs Improve recruitment and retention Develop job descriptions for various positions and determine appropriate base pay. Follow up the probation period evaluation Follow up the contract renewal evaluation Conduct regular total compensation market analysis to confirm total compensation structure and market competitiveness for each position and function.

Partner with HR Business Partners and functional leaders on completing and maintaining detailed job descriptions and relevant compensation structure. Provide HR Business Partners tools to ensure all salary adjustments, promotions conform to established guidelines, policies and practices. Forecast budget for salary increases. Administer and manage employee insurance plans. Oversee pension and savings plans. Advise on salary increase requests and ensure internal equity. Oversee the personnel function; ensure accuracy of employees database and accuracy of insurance records, monitor labor investigation. Develop compensation and benefits policies and procedures and ensure continuous review and enhancements. Keep an up to date HRIS system and employees records. Provide monthly, quarterly and yearly reports and analysis of the Comp & Fun function.

Sheraton Dreamland Hotel

Jun 2009 — Nov 2014

Human Resources Supervisor

Establish Company's Salary structure using HAY methodology, and all the Company Pay Policies to meet the new competencies and the market. Develop all Compensation & Benefits policies, procedures and forms to meet the business needs. Update Company's Salary structure, and all the company Pay Policies to meet the new competencies Establish the Company's benefits Portfolio to ensure a balance between control of cost and attracting and retaining staff. Researching and analyzing salary rates and benefits offered by other employers in the same sector Monitor and supervise all the payroll activities and prepare all the related reports either monthly or yearly. Handling all recruitment process and the manning guide

Sheraton Dreamland Hotel

Jun 2008 — May 2009

Purchasing Manager

Custodian procedure for all the relevant purchasing items, Direct the activities of the purchasing team through the daily ordered accomplishment. Ensure that the team is never keep the day event with status of outstanding will continuously struggle to improve. Search for the highest quality merchandise at the lowest possible purchase cost for their employers. Inas Ragab 3 Procter & Gamble Egypt Jun 2002 — May 2008 Leading and provide services in all areas related to the Procurement, in accordance with Policies and Established procedures. Assess the performance of purchase department (according to internal customer needs) on weekly / monthly basis and generate a report + KPI + associated action plan; Follow up the payment incurred to the supplier; Maintain records of goods ordered and received; Maintain the approved supplier list; Evaluate the supplier performance according to company standards

Represent companies in negotiating contracts and formulating policies with suppliers; Review, evaluate, and approve specifications for issuing and awarding bids in accordance

with technical department and requisitioning department; Direct and coordinate activities of personnel engaged in buying equipment, machinery and supplies. I was one of the pening Team. I handled all purchases related to kitchen appliances, tools, rooms decoration and furniture and so on....

Procter & Gamble Egypt

Jun 2002 — May 2008

Senior Foreign Purchasing

Review handling all needs related to Morocco, Egypt, South Africa and turkey Storeroom, following up orders from issuing orders to arriving in our pant, checking invoices, indicating the method of shipping, following up with the clearance - Achieved 93% delivery on time for Egypt Storeroom and also 97.8 % of Payment on time in South Africa- Purchase spare parts for local and foreign suppliers. Making saving projects on spare part prices and lead times & payment terms. Performs critical purchasing functions related to the implementation, development, management, and administration of the automated MM SAP system- Analyzes market and delivery systems in order to asses present and future material availability and sources. Prepare instruction regarding purchasing systems and procedures. Develops and installs clerical and office procedures and practices and studies work flow, sequence of operations and office arrangement to determine expediency of installing new or improved office machines.

Reviews requisition interviews vendors to obtain information concerning product, price ability of vendor to produce product or service and delivery- Selects purchase items by testing observing or otherwise examining reviews bid proposals from vendors and enters into contracts within budgetary limitations. Discusses defects of purchases goods with quality control or inspection personnel to determine source of trouble and talk corrective action. Review , monitor and advice regarding negotiation of Purchase Orders, including Payment terms, System, Defective Material Reimbursement and Equipment contracts for the suppliers, product to ensure compliance with P&G standard terms and conditions

E&D Arab American Company

Jun 1996 — Dec 2000

Foreign Puchasing Specialist

Issuing orders to arriving in our plant, checking invoices, indicating the method of shipping, following up with the clearance, Cpmunicating and dealing with foreign suppliers to provide all materials and spare parts needed.

QUALIFICATIONS Communication Skills

Fluent French

Fluent English

Good in spanish

Fair in Italian

Negotiation Skills

Budget Forecasting

Presentation Skills

Time Management Leadership

Expert in SAP System and HRMIS system

EDUCATION

Bachelor of Languages

Sep 1992 — May 1995

Faculty of Alsun in Ain Shams University

Learning Spanish and french to be a good translator

Total GPA (A)

Hotel Management Master

Jul 2016 — Jul 2017

Marriott Worldwide

Thanaweya Amma
Saint Vincent De Paul
Total GPA (A)

Sep 1977 — May 1992

ACHIEVEMENTS Diploma of Secretary from french Chamber of Commerce:1989
Unicef Award in 2010 for teaching Adults with special needs and recruiting them in Hotels.
Best HR team Award in MEA from Starwood Hotels: 2010
Best Hotel Class in Starvoice Competition for 5 consecutive year : I was the champion
Getting Platinum Take care certificate in 2017: I was the champion
Reduce Turnover from 10% to 1.2%

REFERENCES Mrs. Radwa Khairy: Director of Human Resources : 01115452555
Mr. Abdel Samie Sayed: Assistant Director of Human Resources: 01094181770